



FALL 2022

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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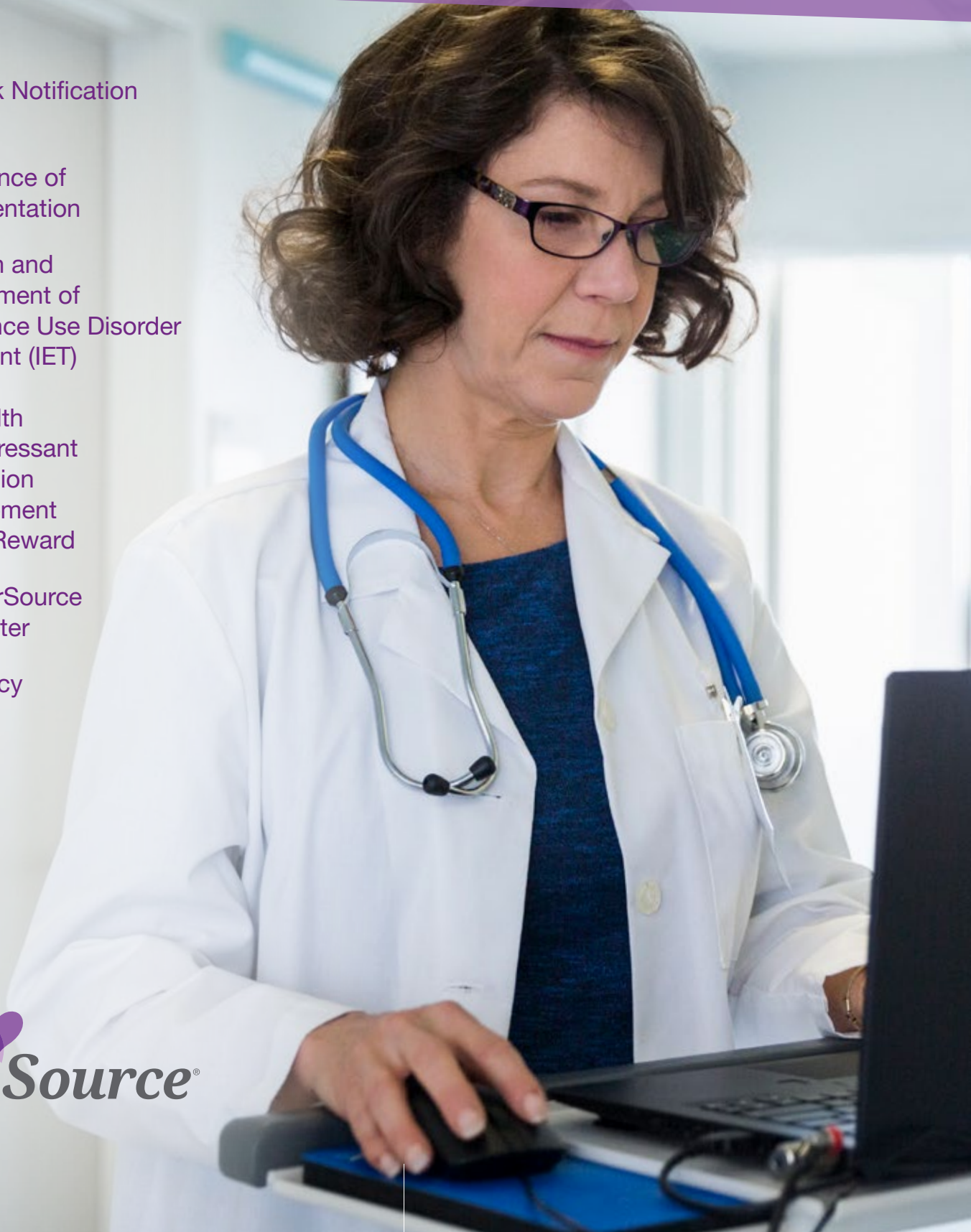
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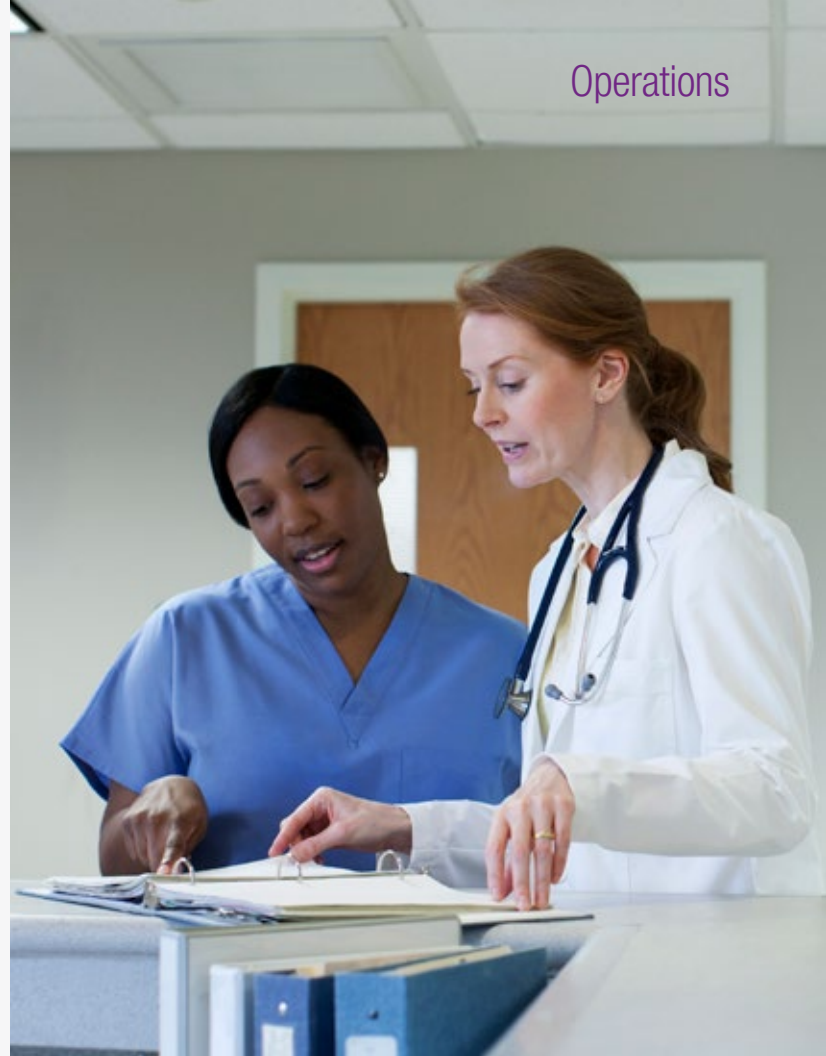


Network Notification Bulletin

CareSource regularly communicates operational updates on our [Updates and Announcements](#) page. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. Here are some network notifications posted from the previous quarter that you may have missed:

- [CLIA-Waived Tests Update](#)
- [Continuity of Care Billing Guidance Notification](#)
- [Life Services Referral Form](#)

CareSource would also like to remind you of our electronic policy postings, conveniently packaging medical, pharmacy, reimbursement and administrative policy updates into a monthly network notification for your review. You can also find our provider policies listed at [CareSource.com](#) > Providers > [Provider Policies](#).



Importance of Documentation

Proper documentation is essential to you and your patients. It ensures patients receive services that are reasonable and necessary, supports proper payment of claims and supports favorable medical record review decisions. The Centers for Medicare & Medicaid Services (CMS) Medicare Learning Network has put out a [Provider Minute](#) video on the importance of proper documentation. This five-minute video addresses typical documentation errors such as insufficient documentation, medical necessity, incorrect coding and no documentation. The video also shows how to handle record requests for favorable outcomes.

Initiation and Engagement of Substance Use Disorder Treatment (IET)

It's important for patients to initiate and remain engaged in treatment. According to The National Committee for Quality Assurance (NCQA), in 2016 over 20 million Americans over the age of 13 have been identified with a substance use disorder, which is 7.5 percent of the population.

The NCQA HEDIS® IET measure assesses adults and adolescents 13 years and older with a new episode of alcohol or other drug (AOD) dependence who initiated treatment through an inpatient substance use disorder (SUD) admission, outpatient visit, intensive outpatient encounter, partial hospitalization, telehealth visits or medication treatment within 14 days of the diagnosis. This measure also includes the percentage of patients who were engaged in ongoing AOD treatment within 34 days of the initiation visit.

HOW YOU CAN HELP

- Educate your patients about the importance of initiating and remaining engaged in treatment
- Make outreach calls to remind your patients of appointments
- Allow walk-in assessments
- Centralize appointment scheduling and increase appointment availability outside of normal hours
- Improve the patient experience, such as satisfaction surveys
- Use correct codes when billing for the initiation and engagement of treatment
- Encourage Peer Support Services or other local community programs
- Assist with transportation and other resources
- Refer your patients to care management through the Provider Portal at **CareSource.com** > Providers > [Provider Portal Log-in](#) or by calling Member Services at **1-855-202-0729**.

For more information, please email
gabhproviderquality@caresource.com.

Reference: [Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment - NCQA](#)





My Health Antidepressant Medication Management (AMM) Reward

*MyHealth Rewards:
NEW as of January 2022*

Adults age 18 and older who are on antidepressant medication management (AMM) will now be rewarded for taking their antidepressant medication on time if they have a diagnosis for major depression.

The reward is based on:

- The member filling three prescriptions within a quarter to be eligible for reward (one prescription per month).
- Each quarter they will receive an incentive of \$10.

Once CareSource receives notice from the pharmacy claims that they have completed an activity, we will add the reward to the MyHealth account. They can access MyHealth and track their reward points from the health tab on the [CareSource Member Portal](#). Once they complete the Health Needs Assessment (HNA) and additional activities have been completed, they can then redeem their rewards for gift cards from one of many retailers.

Members can take the HNA in one of these ways:

- **Phone:** Call 1-833-230-2011 (TTY: 711) between 7 a.m. to 6 p.m., Monday through Friday.
- **Online:** Log into their secure [MyCareSource](#) and click on the **Health** tab.

Please encourage members to contact Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711), Monday through Friday from 7 a.m. - 7 p.m. for rewards or general benefit questions.





The **MemberSource** newsletter is a great resource to stay up-to-date with health, wellness and plan information for your CareSource patients. To view editions of the MemberSource newsletter, visit **CareSource.com** > Members > Education > [Newsletters](#).

Pharmacy Updates



CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under your plan, go to the [Find My Prescriptions](#) link under Member Tools & Resources. The most current updates can be found there also. If members do not have access to the internet, they can call Member Services for their respective market and plan. A CareSource Representative will help members find out if a medication is covered and how much it will cost.



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We want to hear from **you!**

We value provider feedback and want to ensure we provide adequate communication, education and resources for you to serve our members. Please complete the [survey](#) to rate your satisfaction with the ProviderSource newsletter, as well as share topics you'd like to see in future newsletter publications!

Thank you for your partnership!